

Abdel ZENATI HOTEL MANAGER



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EDUCATION

EDHEC BUSINESS SCHOOL

February 2016 – May 2017
MBA – General Management



CORNELL UNIVERSITY

March – June 2018

Revenue Management Certificate

August – December 2018

Hospitality Management Certificate
Hotel Real Estate Investments & Asset
Management Certificate



EXECUTIVE SUMMARY

My twenty five-year background in hotel management includes various positions. It gives me thus a perfect understanding of the different services involved in hotel leading.

Holder of an MBA in International General Management, a Revenue Management, Hospitality Management, Hotel Real Estate investments and Asset Management certifications completed with eCornell University Certification.

As Operation Manager, Food & Beverage Director and Deputy General Manager, I am able to handle several day-to-day functions supervising a workforce of more than hundred employees, implementing the necessary changes to the different operations, through their respective area managers.

Part of the executive committee, I work with the General Manager to define hotel strategies and support the operation to implement them and analyze the performance, as well as all strategies, projects and financial reports meetings, with the owners.

NOTABLE CARREER HIGHLIGHTS

DEPUTY GENERAL MANAGER

December 2018

Le Meridien Beach Plaza****, Monte Carlo, Monaco. Marriott Hotels & Resorts – **Present**

Worldwide, Inc. **[397 rooms]** - www.lemeridien.com/monaco

Hotel Le Meridien Beach Plaza, 397 rooms including 18 suites, 2 restaurants, 1 bar, 3 swimming pools & FitnessCenter, 14 meeting rooms, Meeting Space Up to 3000 M2.

Managed a team of 275 employees up to 500 during summer
Increased occupancy to reach an annual average of 62 % (+2.8pts) 2019
Increase hotel revenue by 2% in 2019
Increased a GOP by 3.29% in 2019
Increased RevPAR by +3€.21 in 2019
Increased Guest satisfaction by 2.6pts.
Reorganized and optimized all services in order to gain on productivity
Build and used strategic partnerships to achieve goals
Facilitated cooperation across disciplines and properties within the area/market.
Modeled and coached the team on building effective organizational and job structures with clear leadership accountabilities.
Presented information to all the employees in a convincing and engaging way.
Used a variety of data on market conditions and competitors to establish property strategy.
Used economic, financial, industry and customer data to identify business opportunities.
Prioritized property capital expenditure needs to ensure the most impactful investments are made.
Ensured effective pricing strategies are in place
Showed a strong understanding of the operating principals, resource needs, terminology, and interdependence among all property department.
Evaluated industry and market trends when developing new strategies and programs.
Monitored and ensured compliance contracts, owner, obligations, and reporting requirements.

FOOD & BEVERAGE DIRECTOR

**July 2014–
November 2018**

Le Meridien Etoile****, Marriott International, Inc. Paris, France
[1025 rooms] - www.lemeridienetoile.com

Turnover: 18 million € in F&B and C&B department.

Report to the General Manager.

Leading of 8 managers and 260 associates of F&B and C&B department.

Managing the Conference Center (Rooms for up to 1000 guests) and the Events sales department

Managing in room dining / 1 steakhouse restaurant / 1 Bar / 1 Jazz Club / 2 kitchens and the Stewarding service.

Skill at working in a strongly unionized environment.

In charge of the area F&B meetings in France (7 Hotels).

F&B Strategy

Manage various projects (eg.: Renovation, new menus and concepts).

Launch of the Club Lounge and the Grab and Go outlet after renovation.

Develop and drive F&B strategy.

Implement online sales for the outlet with different web sites (tasty cloud, too good to go...).

Finance

Prepare annual budget and weekly financial forecast.

Analyze the Profit and Loss accounts and report it to the GM.

Elaboration and presentation of annual budget and strategies for owners.

Monthly P&L presentation to the owners.

Results

Increase F&B revenues by 25% (2016-2017)

Increase the department profit by 4.80%

EXPERTISE IN

Hotel service standards
Guest journey experience
Food and Beverage
Total quality management
Team leadership and coaching
Cross culture communication
Risk management
Project management
Turnaround business units
Entrepreneurial flair

PROFESSIONAL

SOFTWARE

Powerpoint, Excel, Word
PMS / POS
Adaco, Protel, Micros, Opéra, Otime

FOREIGN

FLUENT

French, English, Arabic

USEFUL WORKING KNOWLEDGE

Italian

OUTSIDE

Music, Sports, Reading
Travelling: USA, South Africa, South
America

REFERENCES

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OPERATIONS MANAGER

Hotel Explorers *** Thomas Cook Group

[390 rooms] - www.explorershotels.com

Selected hotels of Disneyland Resort Paris

Management

Managed 120 employees.

Results

Increased occupancy to reach an annual average of 73%.
Average Daily Rate gone up by 8% (2008-2009).
Reduced cost wages by 13% and reorganized all the services
Improved the average restaurant visit by 12%.
Increased the restaurant business by 8%.
Lowered staff Turnover by 16%.
Achieved guest satisfaction Index by 7% and reached 27%.
Food and Beverage profit.
Enhanced the other revenue index by 5%.

ROOMS DIVISION MANAGER

Hotel Explorers *** Thomas Cook Group

[390 Rooms] - www.explorershotels.com

Selected hotels of Disneyland Resort Paris

Management

Managed of 85 employees
Setting up the upsell program with reception team.
Daily basis operations with the room division teams
Managed of global room renovation (9 months)
Increased guest satisfaction by 6.3%
In charge of audits with Thomas cook group

Finance

Monthly Report presentation to the owners
Preparation and presentation of the room budget.
Decreased Laundry cost per room and per guest
Setting up the room cleaning outsourcing

Results

Analyze the Profit and Loss accounts and reported to the GM
Decrease of Linen cost per room and per guest by 2.8%
Optimization of room revenue through the upsell set up at the reception.

F&B MANAGER then ROOM DIVISION MANAGER

Moevenpick Dreamcastle Paris **** Moevenpick Group

rebranded Dream Caste Hotel - Vienna international Group

[400 rooms] - Selected hotels of Disneyland Resort Paris www.dreamcastle-hotel.com

Pre-opening

Researched and negotiated of all supplier contracts
Recruited teams
Created and implemented of all F&B menus
Implemented of all F&B procedures
Managed and monitored of team trainings
Negotiated with all the suppliers

Management

Managed 55 peoples
Managed 2 restaurants, 1 bar and 6 conference rooms
Organized and follow-up of all conferences and special events
Increased the guest satisfaction index by 9%

Finance

Analyzed the Profit and Loss accounts and reported to the GM.
Elaborated annual budget.
Increased average F&B rate by 7%
Increased productivity by 4%

DISNEYLAND PARIS THEME PARC

www.disneylandparis.fr

DISNEYCRUISELINE USA

<http://www.disneycruise.com>

March 2009 –
June 2014

March 2007 –
March 2009

June 2004 –
March 2007
Pre-Opening

March 2001-May
2004